GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

STARRED QUESTION NO:204
ANSWERED ON:17.03.2005
QUALITY OF FOOD AND WATER IN TRAINS AND AT STATIONS
Kharventhan Shri Salarapatty Kuppusamy;Pingle Shri Devidas Anandrao

Will the Minister of RAILWAYS be pleased to state:

(a) whether the Government is aware that the quality of food and water served/sold in trains and at stations has been deteriorating and mineral water and food items of sub-standard quality are being openly sold there;

(b) if so, the facts thereof;

(c) the details of complaints received in this regard during the last one year till date and the action taken thereon, zone-wise;

(d) whether any surprise check is being conducted by any monitoring authority to check the quality of food items and water or survey carried out to ascertain the number of persons involved in this illegal business;

(e) if so, the details thereof and the action taken against the culprits; and

(f) the stringent measures taken/to be taken to stop selling and serving of sub-standard quality of food items and water in trains and at stations and to improve their quality ?

Answer

MINISTER OF RAILWAYS (SHRI LALU PRASAD)

(a) to (f): A statement is laid on the Table of the Sabha.

STATEMENT REFERRED TO IN REPLY TO PART (a) TO (f) OF STARRED QUESTION NO. 204 BY SHRI S.K. KHARVENTHAN AND SHRI DEVIDAS PINGLE TO BE ANSWERED IN LOK SABHA ON 17.03.2005 REGARDING QUALITY OF FOOD AND WATER IN TRAINS AND AT STATIONS.

(a) & (b): No, Sir. By and large good quality food and water are served in trains and at stations.

(c) Details of complaints received and action taken by the Railways with regard to the quality of food and water served / sold in trains and at railway stations during 2004 - 05 (upto February 05) and action taken thereon, zone-wise are given in Appendix-'I' and 'II'.

(d) Yes, Sir.

(e) Details of surprise checks conducted and action taken by the Railways with regard to the quality of food and water served / sold in trains and at railway stations against the culprits during 2004 - 05 (upto February 05) zone-wise are given in Appendix-'III' and 'IV'.

(f) In order to achieve better customer satisfaction, to bring improvement in standard and quality of Food and Packaged Drinking water in trains and at railway stations, railways have taken various steps viz. introduction of three-piece casserole packed meal in place of thali meals, introduction of 'Rail Neer', Packaged Drinking water, introduction of eco-friendly packaging materials, supply of curd in kullars, review of menu and services of Rajdhani/Shatabdi and other Mail/Express/Superfast trains. Regular inspections/surprise checks are carried out at all levels to ensure quality in catering services. Special drives are organized from time to time. Complaints received are investigated and strict action taken against the defaulters. Moreover, Indian Railway Catering & Tourism Corporation Ltd. has been set up on Indian Railways to upgrade, professionalise and manage catering and hospitality services at stations and on trains.

APPENDIX-I

APPENDIX REFERRED TO IN REPLY TO PART (c) OF STARRED QUESTION NO.204 BY SHRI S. K. KHARVENTHAN AND SHRI DEVIDAS PINGLE TO BE ANSWERED IN LOK SABHA ON 17.03.2005 REGARDING QUALITY OF FOOD AND WATER IN TRAINS AND AT STATIONS DURING THE YEAR 2004-05 (UPTO FEBRUARY 2005).

Number of Complaints and Action Taken on FOOD over Indian Railways during 2004-05 (upto February 2005)

Railway	No. of Compl-aints	Action Taken: Warned	Fined	Termi-nation	Advised suita-bly	D&AR Action pending	Enquiry subs-tant-iated	Total	Not
Central	71	27	4	0	3	11	0	45	26
Eastern	35	4	1	0	10	2	0	17	18
Northern	32	1	16	0	0	0	0	17	15
North Eastern	10	4	2	0	4	0	0	10	0
Northeast Frontier	3	1	2	0	0	0	0	3	0
Southern	188	19	2	0	0	10	0	31	157
South Central	52	19	11	0	1	1	0	32	20
South Eastern	40	18	1	0	2	3	13	37	3
Western	128	19	16	2	25	1	0	63	65
East Central	26	2	5	0	7	1	0	15	11
East Coast	18	1	2	0	4	1	0	8	10
North Central	38	2	1	0	12	9	0	24	14
North Western	24	6	6	0	5	0	4	21	3
South East Central	28	4	1	0	6	0	0	11	17
South Western	16	2	4	0	0	2	0	8	8
West Central	31	10	12	0	3	0	0	2S	6
IRCTC	297	5S	54	0	98	6	7	220	77
TOTAL	1037	194	140	2	180	47	24	587	450

APPENDIX-II

APPENDIX REFERRED TO IN REPLY TO PART (c) OF STARRED QUESTION NO.204 BY SHRI S. K. KHARVENTHAN AND SHRI DEVIDAS PINGLE TO BE ANSWERED IN LOK SABHA ON 17.03.2005 REGARDING QUALITY OF FOOD AND WATER IN TRAINS AND AT STATIONS DURING THE YEAR 2004-05 (UPTO FEBRUARY 2005).

Number of Complaints and Action Taken on PACKAGED DRINKING WATER over Indian Railways during 2004-05 (upto February 2005)

Railway	No. of Compl-aints	Action Taken: Warned	Fined	Termi-nation	Advised suita-bly	D&AR Action pending	Enquiry subs-tant-iated	Total	Not
Central	0	0	0	0	0	0	0	0	0
Eastern	0	0	0	0	0	0	0	0	0
Northern	1	0	0	0	0	0	0	0	1
North Eastern	0	0	0	0	0	0	0	0	0
Northeast Frontier	0	0	0	0	0	0	0	9	0
Southern	1	0	0	0	0	0	0	0	1
South Central	10	0	5	0	2	0	1	8	2
South Eastern	3	1	0	0	0	0	2	3	0
Western	19	6	9	0	4	0	0	19	0
East Central	3	0	0	0	1	2	0	3	0
East Coast	1	0	0	0	0	0	0	0	1
North Central	0	0	0	0	0	0	0	0	0
North Western	0	0	0	0	0	0	0	0	0
South East Central	0	0	0	0	0	0	0	0	0
South Western	1	0	0	0	0	0	0	0	1
West Central	0	0	0	0	0	0	0	0	0
IRCTC	6	0	1	0	0	0	0	1	5
TOTAL	45	7	15	0	7	2	3	34	11

APPENDIX-III

APPENDIX REFERRED TO IN REPLY TO PART (c) OF STARRED QUESTION NO.204 BY SHRI S. K. KHARVENTHAN AND SHRI DEVIDAS PINGLE TO BE ANSWERED IN LOK SABHA ON 17.03.2005 REGARDING QUALITY OF FOOD AND WATER IN TRAINS AND AT STATIONS DURING THE YEAR 2004-05 (UPTO FEBRUARY 2005).

Number of Surprise Checks and Action Taken on FOOD over Indian Railways during 2004-05 (upto February 2005)

Railway	No. of Surprise Checks	Warned	Fined	Terminated	Advised Action	D&AR suitably	Total Not subsiatiated	
Central	11	0	0	0	0	0	0	11
Eastern	6	0	0	0	3	0	3	3
Northern	546	67	65	0	97	0	229	317
North Eastern	26	6	4	0	6	0	16	10
Northeast Frontier	14	1	0	0	3	0	4	10
Southern	218	38	8	0	4	3	53	165
South Central	57	8	4	0	6	0	18	39
South Eastern	27	6	7	0	0	0	13	14
Western	305	101	27	0	103	4	235	70
East Central	142	12	14	0	10	0	36	106
East Coast	87	0	7	0	0	2	9	78
North Central	44	12	8	0	0	3	23	21
North Western	169	22	36	0	20	0	78	91
South East Central	12	3	5	0	4	0	12	0
South Western	46	8	6	0	4	0	18	28
West Central	50	4	32	0	5	0	41	9
IRCTC	304	67	55	0	73	12	207	97
TOTAL	2064	355	278	0	338	24	995	1069

APPENDIX-IV

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Number of Surprise ChKks and Action Taken on PACKAGED DRINKING WATER over Indian Railways during 2004-05 (upto February 2005)

Railway	No. of Surprise Checks	Warned	Fined	Terminated	Advised Action	D&AR suitably	Total Not subsiatiated	
Central	11	0	0	0	0	0	0	11
Eastern	0	0	0	0	0	0	0	0
Northern	5	4	0	4	0	0	4	1
North Eastern	0	0	0	0	0	0	0	0
Northeast Frontier	10	0	0	0	0	0	0	10
Southern	0	0	0	0	0	0	0	0
South Central	42	0	0	0	0	0	0	42
South Eastern	1	0	0	0	0	0	0	1
Western	50	15	0	0	11	0	26	24
East Central	75	7	1	0	5	0	13	62
East Coast	0	0	0	0	0	0	0	0
North Central	0	0	0	0	0	0	0	0
North Western	44	-	2	0	0	0	2	42
South East Central	0	0	0	0	0	0	0	0
South Western	16	0	0	0	0	0	0	16
West Central	40	17	1	0	7	0	25	15

IRCTC	12	1	0	0	1	1	3	9
TOTAL	306	44	4	0	24	1	73	233